

**TRANSPORTATION  
ASSISTANT  
CLAIMS EXAMINER  
GS-2102-05**

**HOUSEHOLD GOODS**

**I. POSITION AND ORGANIZATION INFORMATION****Position:**

Transportation Assistant (Claims Examiner), GS-2102-05

**Purpose of position:**

The work of this position is to arrange transportation for personal property (e.g., household goods, unaccompanied baggage, and privately owned vehicles) for military and civilian personnel. Movement of personal property can either be domestic or international.

**Organization:**

Personal Property Branch

**Organization goals:****II. MAJOR DUTIES****A. Duty:**

Monitors inbound shipments from both domestic and overseas locations. Maintains and monitors tracking system(s) and initiates tracers when shipments are late. Contacts carriers to get information on shipment location and intended disposition. Makes delivery arrangement through carrier/agent in accordance with customer requirements. Uses established procedures to clear inbound shipments and estimate storage costs. Selects commercial storage warehouses from approved lists, establishes and maintains records of all lots in storage, and verifies the accuracy of storage charges.  
(50%)

**Tasks:**

1. Promptly tracks and initiates tracers when inbound shipments are late.
2. Accurately estimates storage costs and selects storage warehouse for inbound shipments.
3. Accurately maintains storage records and verifies accuracy of storage charges for inbound shipments.

**B. Duty:**

Tracks and updates all information in the transportation automated system. Maintains, verifies, and tracks all information in the transportation automated system related to the master storage files and nontemporary storage accounts. Verifies the accuracy of all entries, transactions, charges, and conversions reflected against the storage accounts. Maintains contractor(s) files, contractor(s) invoice files, individual case files, and transaction listings related to the nontemporary storage program. Reviews and verifies invoice(s) provided by contractor to ensure correct payment is made. Forwards payment request to Finance, after contractor(s) verification, and ensures

voucher is correctly filed. Researches and reconciles invoices when they are unclear or inaccurate. Prepares data reflecting total transaction and total dollar amount, initiating proper action to collect monies due the government from either the contractor(s) or the member for any change to the stored account. Provides input in the transportation automated system on administrative actions accomplished or received in support of shipping requirements. Updates revised delivery dates, monitors shipment costs, and maintains complete registers on each shipment in automated system so that accurate information is available to the customer. (25%)

**Tasks:**

1. Accurately reviews contractor's submissions in a timely manner to ensure correct payment is made by Finance.
2. Accurately prepares data reflecting total transactions and total dollar value.
3. Promptly and correctly updates transportation information in automated system.
4. Makes Personal Property deposits and excess charge collections on inbound and outbound moves.

**C. Duty:**

Conducts damage inspection on inbound moves. (10%)

**Tasks:**

1. Generates inspection documents for scheduled government inspection calls.
2. Advises claimant on the preparation of claims forms and concurrent filing of claim with the Government, carrier/insurer.
3. When payment of claim is made by the carrier/insurer, makes determination of liability and insures proper disposition of payment.

**D. Duty:**

Uses word processing equipment to prepare and process correspondence and documents. Performs basic functions such as create, copy, edit (e.g., make insertions or deletions or move material from one place to another) store, retrieve, and print a variety of standardized documents. Follows applicable guidelines and ensures proper format, spelling, punctuation, and grammar are used in correspondence. Prepares clear, concise, and technically accurate memoranda, letters, and reports. Transmits, receives, and acknowledges electronic mail and messages. Independently carries out familiar assignments in accordance with previous instructions, standard procedures for creating documents or entering or retrieving data, and established use of software packages. Steps and procedures differ in terms of the type of document or specific report to be produced or edited, the specific formatting required for a document, the existence of prerecorded formats, and other differences of a factual nature. (5%)

**Tasks:**

1. Effectively uses word processing software to prepare/develop accurate and useful documents.
2. Promptly receives and transmits electronic messages and documents as appropriate.

**E. Duty:**

Performs other clerical and administrative tasks in support of the transportation work. Prepares requests to recover excess costs, instructions on office procedures, requests for information, item descriptions, reports, and routine letters. Consolidates and finalizes information for various reports in accordance with established reporting procedures. Gathers and summarizes information for files and documents for supervisor's use in responding to inquiries, recognizing which information is or is not relevant to the issue at hand. Proofreads/edits correspondence and documents for correct grammar, spelling, capitalization, punctuation, and format. Assembles documents, forms, and other paperwork that make up transportation files or records. (5%)

**Tasks:**

1. Accurately prepares clear and concise documents in accordance with regulations and policies, in appropriate format, and within prescribed suspense.
2. Properly assembles paperwork for transportation files/records and thoroughly screens items for missing or incompatible information.

**F. Duty:**

Performs Duties of Transportation Assistant. (5%)

**Tasks:**

1. Prepares and processes required documentation for outbound shipments of personal property for all authorized military and civilian personnel to domestic and overseas locations.
2. Serves as transportation assistant performing transportation support duties involved in the shipment and/or storage of personal property.
3. Counsels all authorized military and civilian employees of their entitlements for shipment and storage of personal property and privately owned vehicles, including specialized items, to domestic and overseas locations.

**III. CLASSIFICATION FACTORS****Factor 1. Knowledge****Level 1-3 (350 Points)**

1. -- Knowledge of standardized transportation instructions, regulations, procedures, and operations to perform a full range of standard transportation clerical duties and resolve recurring problems pertaining to the personal property function.

-- Knowledge of the structure and content of transportation documentation (e.g., tenders, bills of lading, invoices, travel orders, or vehicle accident

or usage reports) to investigate and resolve routine or recurring discrepancies, check documents for accuracy, or perform comparable actions that are covered by established procedures.

-- Knowledge of pertinent transportation automated systems to input standard information or adjustments, produce recurring reports, initiate corrections to transportation documentation, etc.

-- Knowledge of frequently used and clearly stated regulations to respond to recurring questions from customers, commercial carriers, or others which are applicable to individual personal property shipments.

-- Knowledge of word processing equipment and function keys to perform several basic office automation functions such as storing and retrieving electronic documents, activating a printer, inserting and deleting text, printing standardized paragraphs from a glossary, producing forms and form letters, entering data into a predefined spreadsheet or database, and transmitting and receiving electronic mail.

-- Knowledge of grammar, spelling, punctuation, capitalization, and format to prepare and edit written correspondence/documents.

-- Skill in operating an electronic typewriter, word processor, microcomputer, or computer terminal; a qualified typist is required.

**Factor 2. Supervisory Controls****Level 2-3 (275 Points)**

The supervisor outlines objectives, priorities, and deadlines and provides guidance on dealing with unusually involved or one-of-a-kind situations. The employee independently plans and carries out the successive steps to complete transportation support duties and use accepted practices to resolve problems and deviations (e.g., making routing changes because standard routes are not feasible and reconciling bills/invoices when they are unclear or inaccurate and require extensive research). The supervisor reviews completed work for technical soundness, appropriateness, and conformity to policy and requirements.

**Factor 3. Guidelines****Level 3-2 (125 Points)**

Numerous procedures for doing the work have been established, and many specific guidelines are used. Guidelines include volumes of transportation instructions, regulations, manuals, guides, directories, tenders, operating procedures, or instructions and notices which are applicable to individual personal property shipments. Employee uses judgment in selecting the appropriate reference and procedure for shipping instructions (e.g., small, large or general). There may be omissions in guidelines that require employee to use some judgment and initiative to handle aspects of the work not covered completely (e.g., when deciding whether to delay shipments for consolidation purposes or selecting a better route than the one requested by the customer). Employee refers situations requiring significant judgment or interpretation to the supervisor or others for guidance or resolution.

**Factor 4. Complexity****Level 4-2 (75 Points)**

The work involves performing related tasks in support of transportation

related functions. For example, processing a transportation action may involve sorting incoming forms or requests, reviewing documents for gaps in information, assembling the appropriate document control forms, entering data into automated or manual files, verifying calculations, and distributing documents to the appropriate personnel. Employee makes decisions on how to sort incoming documents, locate and assemble information, and correct errors by reviewing similar cases or standard operating procedures and selecting clearly recognizable alternatives. Established instructions, practices, or precedents are available for processing transportation documents and requests.

**Factor 5. Scope and Effect****Level 5-2 (75 Points)**

The purpose of the work is to process shipping requests and provide advice to authorized military and civilian personnel regarding their entitlements for shipment and storage of personal property. Work affects the accuracy and reliability of further processes on shipping arrangements, billing, handling, and transportation services.

**Factor 6. Personal Contacts****Level 6-2 (25 Points)**

Contacts are with employees in the same agency but outside the immediate organization, such as personnel who are shipping or transporting items or travelers who are seeking advice or information. Contacts also include transportation clerks at other installations or employees in other agencies who are providing, requesting, or coordinating actions and information. Contacts may also be with representatives of airlines, freight hauling companies, or commercial storage warehouses who are confirming information related to the transport and storage of items.

**Factor 7. Purpose of Contacts****Level 7-2 (50 Points)**

The purpose of the contacts is to plan and coordinate work efforts to prevent or correct errors, delays, or other complications from occurring in the shipment of personal property items.

**Factor 8. Physical Demands****Level 8-1 (5 Points)**

Work is principally sedentary but may require some physical effort, such as standing, walking, and bending. No special physical demands are necessary.

**Factor 9. Work Environment****Level 9-1 (5 Points)**

The work is performed in an office that is adequately heated, lighted, and ventilated. Observes normal safety precautions.

## IV. CLASSIFICATION SUMMARY

## In this position:

- Duty A. 50% GS-2102-05 Transportation Assistant  
Monitors Inbound Shipments
- Duty B. 25% GS-2102-05 Transportation Assistant  
Tracks and Updates Information
- Duty C. 10% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-  
Conducts Damage Inspections.
- Duty D. 5% GS-2102-05 Transportation Assistant  
Uses Word Processing Equipment
- Duty E. 5% GS-2102-05 Transportation Assistant  
Performs Administrative Tasks
- Duty F. 5% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-  
Performs Duties of Transportation Assistant

## List of Modified Duties and Factors:

Title has been edited and may or may not be appropriate.

Duty B. has been edited. The final grade may or may not be appropriate.

The factors have not been changed.

Duty C. has been added.

Duty F. has been added.

OPM Position Classification Standards for Transportation Clerk and Assistant Series, GS-2102, HRCD-2 dated December 1996; Office Automation Grade Evaluation Guide, HRCD-1 dated April 1996; and the Grade Evaluation Guide for Clerical and Assistance Work, HRCD-2 dated December 1996

GS-05 Point range: 855 - 1100

Total Point: 985

Grade: GS-05

## V. CLASSIFICATION REMARKS:

1. Duty B - Added Task 4 - not grad controlling
2. Added Duties C & F - Constitute less than 25% of workload, therefore not grade controlling.